



***THE LONGER YOUR DELINQUENT ACCOUNTS REMAIN UNCOLLECTED, THE WORSE THEY WILL BECOME!  
THE MORE DIFFICULT THEY WILL BE TO COLLECT!***

## ***Do You have a Sharp Increase in or with the Following Delinquent Accounts?***

- |  |   |
|--|---|
| ✓ All types of Government tax collection challenges          | ✓ All types of utilities delinquent accounts        |
| ✓ A sharp increase in credit defaults and arrears            | ✓ B2B delinquent account challenges                 |
| ✓ All types of non-performing loan problems                  | ✓ Merchant cash advance defaults                    |
| ✓ Hire purchase defaults and delinquent accounts             | ✓ Healthcare collection challenges                  |
| ✓ Various types of delinquent account problems or challenges | ✓ Consumer and Commercial credit default challenges |
| ✓ Serious credit default challenges                          | ✓ Healthcare insurance collection challenges        |
| ✓ Merchant cash advance defaults                             | ✓ Call center operational challenges                |

**THE MOST COMPREHENSIVE  
DEBT COLLECTION  
AND REVENUE MANAGEMENT TRAINING COURSES**

**MANY POSITIVE  
TESTIMONIAL  
WITH PROVEN RESULTS**

## ***Training Approach and Methods. Innovative, Realistic, and Practical Applications.***

- |   |   |
|---|---|
| ✓ Group online and virtual training schedules           | ✓ Professional debt collection training with quizzes  |
| ✓ In-house (On-site) training can be arranged           | ✓ Real-life practical procedures and examples         |
| ✓ Practical project assignments to achieve productivity | ✓ Practical project assignments to achieve efficiency |

**OVER 50 INNOVATIVE  
STRATEGIES AND TECHNIQUES  
TO REDUCE DELINQUENT ACCOUNTS**

## ***Who should Attend These Innovative Customized Debt Collections and Revenue Management Training Courses to Reduce Many Types of Delinquent Accounts?***

- |   |   |
|---|---|
| ✓ New and experienced employees                                     | ✓ Accounts receivable employees of all industries                 |
| ✓ Debt collectors and accounts receivable employees - several types | ✓ Industrial and commercial credit officers in various industries |
| ✓ Customer support employees in various industries                  | ✓ Healthcare and insurance employees                              |
| ✓ Credit administrators, managers, and supervisors                  | ✓ Government, customs, and tax collectors                         |
| ✓ Call center employees, managers, and supervisors                  | ✓ Back-up or back-office staff and employees                      |
| ✓ Operations supervisors and managers and various industries        | ✓ Social Security and statutory deductions employees              |
| ✓ Human resources and purchasing employees in various industries    | ✓ Banks and other financial institutions                          |

**MANAGERS AND SUPERVISORS  
BENEFIT FROM THESE PRACTICAL  
AND INNOVATIVE TRAINING COURSES**

**Note: For More Additional Training Courses, Please Visit : [www.cohenandklein.com](http://www.cohenandklein.com)**

**For All Trainings, The Time is : 9:00 AM to 4:00 PM**

*Some of these courses have been conducted in partnership and collaboration with: Florida Atlantic University, Florida International University, Bermuda College, Barbados Community College, as well as several regional governments and statutory corporations*



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## ***General Summary of Topics to Be Covered Over a Four-day Period***

- |  |  |
|--|--|
| ✓ Various ways to achieve collections, and revenue management goals, targets, and benchmarks                     | ✓ Effective procedures to collect government taxes, fees, duties, and other government revenues      |
| ✓ Effective communication and negotiation skills relevant to debt collections and revenue management             | ✓ Guaranteed industry customer service standards and requirements to exceed cashflow expectations    |
| ✓ Organizing a debt collections or revenue management department to achieve productivity and efficiency          | ✓ Risk and crisis management challenges and exposures relevant to collections department operations  |
| ✓ Effective customer service skills and standards relevant to debt collections and revenue management            | ✓ Business contingency and continuity procedures relevant to debt collections and revenue management |
| ✓ Productivity and efficiency standards relevant to debt collections and revenue management                      | ✓ Effective ways to collect all types of consumer and commercial delinquent accounts                 |
| ✓ Compliance requirements and practices of collections procedures relevant to debt collections                   | ✓ Effective ways to collect all types of utility delinquent accounts                                 |
| ✓ Technological Requirements to achieve productivity and efficiency standards                                    | ✓ Effective ways to collect all types of financial and other delinquent accounts                     |
| ✓ Effective partial payment arrangements and good promises to pay procedures                                     | ✓ Effective ways to collect all types of healthcare and insurance delinquent accounts                |
| ✓ Disaster-preparedness challenges impacting debt collections operations and procedures                          | ✓ Customer service procedures relevant to debt collections operational procedures                    |
| ✓ Effective ways to write debt collections correspondence to achieve maximum results                             | ✓ Over 50 ways to increase revenues and cashflow in various corporations                             |
| ✓ Digital transformation relevant to debt collections and revenue management procedures                          | ✓ Supervisory and Management procedures relevant to debt collections and revenue management          |
| ✓ Technological, automation and artificial intelligence procedures and applications relevant to debt collections |  |

**WE LOOK FORWARD TO WORKING WITH  
YOUR ORGANIZATION AND STAFF  
TO REDUCE DELINQUENT ACCOUNTS.**

Please direct your questions to: [training@cohenandklein.com](mailto:training@cohenandklein.com) or [cohenklein@cohenandklein.com](mailto:cohenklein@cohenandklein.com)

**1. Over 100 Customized Debt Collections & Revenue Management Training Courses**

**2. Strategic Human Capital Development Training Courses**

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